



City of Albuquerque

Legislative File Number EC-06-163 (version 1)

City of Albuquerque

Martin Chavez, Mayor

Interoffice Memorandum

May 31, 2006

TO: Martin Heinrich, President, Albuquerque City Council

Approval of Contract: Customer Value Partners Implementation Services Contract for CRM Project Phase 2

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The Department of Municipal Development requests approval of a contract with Customer Value Partners, Incorporated, for the purpose of providing implementation services for Phase 2 of the CRM project. The amount of the contract is \$350,000, and is priced under the GSA guidelines as established by SIN 874.1 of the Federal GSA Management, Organization, and Business Improvement Services (MOBIS) schedule. While the contract terms and conditions other than pricing and deliverables are still being finalized, the remaining items are small in nature, according to City legal staff.

Customer Value Partners and their proposed project team have past experience in implementing CRM solutions in various local, state, and federal agencies. They will be working with Empower Solutions and Apex IT consultants to implement our PeopleSoft CRM software's Field Services module for improved

tracking of work orders within Municipal Development. This effort will extend our use of the CRM software into the detailed workings of City services, providing enhanced tracking of citizens' service requests and consolidating several outdated work order tracking systems. We feel confident that this team, along with City project team members, will deliver a service that will benefit all citizens citywide.

I am forwarding this agreement to the Council for their consideration and action.

APPROVED:

REVIEWED AS TO FORM:

Bruce J. Perlman, Ph.D. (Date)
Chief Administrative Officer

Robert M. White (Date)
City Attorney

John Castillo, Director (Date)
Department of Municipal Development

Attachments